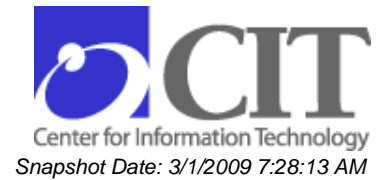


Customer Service Report for HSB

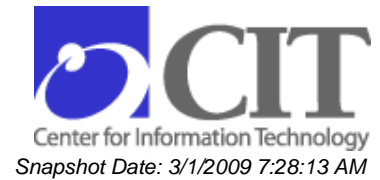
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Edit Account	2	1	0	0	0	0	0	0	2	1	15
Register/Open	1	0	0	0	0	0	0	0	1	0	14
Workstation/Add	0	0	0	1	0	0	0	0	1	0	0
Application Support											
COTS-Other/Install	1	0	0	0	0	1	0	0	0	0	0
COTS-Other/Request	1	0	0	0	0	1	0	0	0	0	0
General Info	1	0	0	0	0	1	0	0	0	0	0
OS/NOS/Recommend	1	0	0	0	0	0	0	0	1	0	5
Sharepoint-General Information	4	0	0	1	0	3	0	0	2	0	4
Sharepoint-Install/Uninstall	0	0	0	1	0	1	0	0	0	0	0
Sharepoint-Troubleshoot	6	0	0	0	0	1	0	0	5	0	6
Web Apps-Request	0	1	0	0	0	0	0	0	1	0	0
ASR											
Colocation-OFF	0	0	0	1	0	0	0	0	1	0	0
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	39	0	7	0	0	32	0	0
Other	0	1	0	102	0	21	0	1	81	0	0
SQL	0	0	0	11	0	1	0	0	10	0	0
Unix	0	0	0	283	0	46	0	0	237	0	0
Windows	0	1	0	47	0	15	0	0	33	0	0
Back Office Support											
Active Directory	0	8	0	0	0	0	0	0	0	8	6
Backup/Restore	4	0	0	0	0	0	0	0	4	0	13
Create DL	0	1	0	0	0	0	0	1	0	0	7
Permissions/Shares	8	0	0	0	0	0	0	0	8	0	30

Customer Service Report for HSB

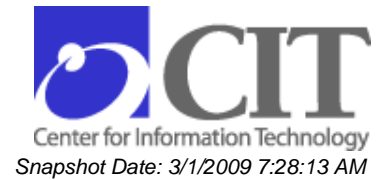
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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Reset Limits	0	0	0	1	0	0	0	0	1	0	23
Troubleshoot	0	1	0	0	0	1	0	0	0	0	0
Connectivity											
TCP/IP	0	4	0	0	0	0	1	0	1	2	0
Email											
Dir Suppt/Change Entry	0	1	0	0	0	0	0	0	0	1	0
Exchange Email	2	0	0	0	0	0	0	0	2	0	16
General Info	1	0	0	0	0	1	0	0	0	0	0
MS Outlook	1	0	0	0	0	0	0	0	1	0	71
General Information											
Inquiry	4	0	0	0	0	1	0	0	3	0	7
Hardware											
Desktop/Install/Build	0	1	0	0	0	0	0	1	0	0	26
Printers/Config/Setup	1	0	0	0	0	0	0	0	1	0	22
Printers/Troubleshoot	3	0	0	0	0	0	0	0	3	0	4
Local LAN											
LocalLAN/Connectivity	2	1	0	0	0	1	1	0	1	0	1
LocalLAN/General Info	2	0	0	0	0	1	0	0	1	0	2
NIH Services											
Other	3	0	0	0	0	1	0	0	2	0	9
NIHnet											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
Network Sec-Firewall	0	2	0	0	0	0	2	0	0	0	0
Server Support-Server Admin	1	0	0	0	0	0	0	0	1	0	12
Service Prov-Port Add	0	1	0	0	0	0	0	0	0	1	0
Service Prov-Port Change	0	1	0	0	0	0	0	0	0	1	0
OIT Categories											

Customer Service Report for HSB

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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Web Development	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Broken Link	1	0	0	0	0	0	0	0	1	0	35
Inaccessible	0	0	0	2	0	0	0	0	2	0	58
Other	6	0	0	0	0	2	0	0	4	0	1
Grand Total:	57	25	0	491	0	107	4	3	445	14	2

Total Tickets Closed:	462
Total Tickets Assigned/Pending/Checked Out:	111
Total Tickets Created:	573